

ENVIDA PRIVACY NOTICE

This Privacy Notice explains how we collect and use your personal information when you engage with the **Envida** platform, part of **SHK Asia Pacific** Outplacement and Career Management services.

What is Envida?

The data controller is Envida, a wholly-owned subsidiary of SHK Asia Pacific (ABN 25 126 783 588). SHK Asia Pacific's registered office is located at Level 32, 55 Collins St, Melbourne VIC 3000.

What kind of personal information does Envida collect and store?

When you engage with the **Envida** platform, we may process any or all of the following information, either directly from you, or via automated means:

- First and last name
- Preferred name
- Email address
- Alternative email address
- Platform password
- Contact phone number
- Unique Envida user identifier
- The organisation that referred you to our services
- The type and status of the program or services you are eligible for
- City of your location
- Your career objectives or goals
- Cookie data collected via cookies essential for the operation of the platform
- Your interaction with the site, including usage of content, assessments and tools
- Date and timestamps associated with your site interactions.

How does Envida collect personal information, and where it is stored?

Envida may collect your data through the following means:

- As provided to us by the organisation that referred you to our services
- Information you disclose when accessing the Envida Platform eg
 - Account registration
 - Forms
 - Documents
 - Assessments
 - Resume uploads
 - 'to-do'lists.

Envida stores all personal information on secure, cloud-based servers in Australia and Asia Pacific.

The storage of your data is compliant with the recommendations set in the 'Essential Eight' guidelines as designed by the Australian Signals Directorate, available here: [Essential Eight | Cyber.gov.au](https://www.cyber.gov.au/essential-eight)

Why does Envida need to collect personal information?

We will use the personal data you provide us with to deliver, evaluate and where necessary, enhance the services you are eligible for, as permitted under the *Privacy Act 1988*.

We will not sell your personal data. We will never use the information you provide us for advertising.

How will Envida use, process and disclose personal information?

Envida may use or process your personal information for legitimate business purpose, for example, to deliver, modify, personalise or otherwise improve our services.

When we use personal data, we endeavor to minimise it to what is necessary to achieve the intended result. If you use the services offered on the Envida platform, we will use your data, or a portion of your data to:

- Create, provide access and manage your Envida account. You can edit your profile and adjust the optional information you have disclosed to us at any time
- Personalise your view of the platform based on the registration questions you answer
- Provide you with access to the relevant Outplacement or Career Transition tools and support, based on your programme eligibility;
- Enable you to create, enhance, update or edit your CV/Resume
- Allow you to gain interview practice and provide you with feedback on your interview techniques, should you choose to share your practice recording with your Career Coach
- Support you in your personal development by providing access to various assessments. If you have been assigned a Career Coach, they may use these results to help you determine potential career or development opportunities
- Contact you with Envida platform engagement emails, to the extent you agree to receive such emails via the communication settings made available to you in your profile. Where you have not opted-in to engagement emails, we may still contact you with necessary information relating to your account, such as an event cancellation or the closure of your account
- Respond to your enquiries and requests for assistance;
- Schedule and attend sessions with your career coach, events and webinars appropriate to your program
- Optimise your user experience and to better tailor our offer to you, we may use Cookies and similar technology, where permitted under law
- Advise you of service notifications, for example system or tool outages
- Audit our interactions, for internal compliance
- Protect against, identify, and seek to prevent fraud, deceptive practices, and other unlawful activity
- Comply with and enforce applicable legal requirements, exercise or defence of legal claims, relevant industry standards, contractual obligations, and our policies
- Enhance security of our network and information systems
- Create aggregated data (client reporting etc)

Whenever we process data for our business purposes, we keep your rights in high regard. You have the right to object to such processing. Please be aware that if you exercise your right to object, this may affect our ability to carry out and deliver services to you for your benefit.

Is my information being disclosed anywhere outside Australia?

Envida stores all personal information on secure, cloud-based servers in both Australia and the US.

How can I access my personal information, or ask for a correction?

Much of your personal information can be accessed through your Envida account.

Through your Envida account, you have access to a large part of the personal data stored about you. You can view and modify most of this data at any time, such as updating your CV or deleting profile attributes. You can also download the results of any assessments you complete.

If you wish to change or delete data which you cannot perform yourself, or to exercise any other of your data privacy rights or choices, you can do so by emailing envida.support@shk.com.au.

One of our team may contact you directly by phone or email to verify your identity before we provide access, modify or erase your data. As part of this verification process you may be asked to provide a government issued ID. We will permanently delete the verification information that you provide promptly after we have completed the verification process.

How can I contact Envida, or lodge a complaint?

If you have any questions/comments, or if you would like to exercise your rights in relation to this notice, please email us at:

envida.support@shk.com.au